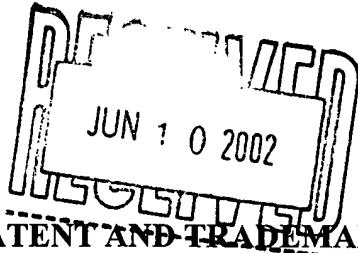


#6
6-10-02

Docket No. TRAV0005



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



In re Patent Application of

Mark J. STENDER, et al.

Serial No.: 09/909,866

Group Art Unit: 2166

Filed: July 23, 2001

Examiner: To Be Assigned

For: SYSTEM AND METHOD FOR PROVIDING WEB-BASED INSURANCE DATA
PROCESSING SERVICES TO USERS

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APR 26 2002

Technology Center 2100

**INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. §§ 1.97 AND 1.98**

Commissioner of Patents
Washington, D.C. 20231

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GROUP 3600

Sir:

In accordance with the requirements of 37 C.F.R. §§ 1.56, 1.97-1.98 and MPEP § 609, the references noted on the attached Form PTO-1449 are hereby brought to the attention of the Examiner.

Since these references are being submitted before the First Office Action, no fees are believed to be due. The Commissioner is hereby authorized to charge any additional fees under 37 C.F.R. 1.16 or 1.17 which may be required during the entire pendency of this application, or to credit any overpayment, to Deposit Account No. 501458. A duplicate copy of this letter is submitted herewith for that purpose.

The above information is presented so that the United States Patent and Trademark Office may, in the first instance, determine any materiality thereof to the claimed invention. See 37 C.F.R. §§ 1.104(a) and 1.106(b) conferring the PTO duty to consider and use any such information. It is respectfully requested that the information be expressly considered during the prosecution of this application, and that the references be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

Date: 4/22/03

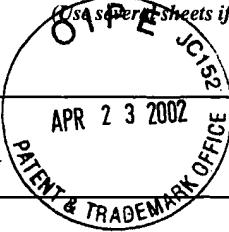
Respectfully submitted,

By:

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40933/202380
WSHLIB01:117768

Form PTO-1449 (Rev. 2-32)		U.S. Department of Commerce Patent & Trademark Office	Atty. Docket No. TRAV0005	Serial No. 09/909,866
INFORMATION DISCLOSURE STATEMENT		 Applicant Mark J. STENDER, et al.		
		Filing Date July 23, 2001	Group	<i>RECEIVED APR 26 2002</i> <i>Technology Center 2100</i>

U.S. PATENT DOCUMENTS

Examiner Initial		Document Number	Date	Name	Class	Sub-Class	Filing Date (if appropriate)
		6,144,990	11/7/2000	Brandt, et al.	709	203	12/23/96
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		“Finding Intranet Solutions at Comdex,” <i>Communications Week</i> , No. 638, pp. 95(7), November 18, 1996
		“Solect Launches IAF 2.5, A Comprehensive Billing and Customer Care Solution; Software Infrastructure Enables Service Providers to Grow Their Internet Business,” <i>Business Wire</i> , p. 3090284, March 9, 1998
		“SiteBridge Corporation Launches CustomerNow for Real-Time Customer Service on the Web,” <i>Business Wire</i> , p. 4271173, April 27, 1998
		“MATRAnet Addresses Gap in Customer Relations, Enabling Companies to Maximize Web Sales,” <i>M2 Presswire</i> , June 9, 1999

EXAMINER	DATE CONSIDERED
EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication.	

	Grigonis, Richard, "App Gens: More Than Just IVR," <i>Computer Telephony</i> , Vol. 7, No. 9, p. 54, September, 1999
	Yen, Jerome, et al., "Collaborative and Scalable Financial Analysis With Multi-Agent Technology," Proceedings of the 32 nd Hawaii International Conference on System Sciences, March, 1999
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EXAMINER	DATE CONSIDERED
	APR 26 2002 Technology Center 2100
EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication.	

Form PTO-FB A820
(also form PTO-1449)
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